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# Injury and Workers' Compensation Policy for Volunteers

## Standard Operating Procedure

Effective Date: 10/24/2014  
Approved by: Craig Kenkel, Superintendent

The Injury and Worker's Compensation Policy for Volunteers is needed to respond to volunteer injuries occurring in Cuyahoga Valley National Park.

### **MEMO TO VOLUNTEERS - Traumatic and Non-Emergency Injuries**

A Volunteer-in-Parks (VIP) who suffers an on-the-job injury is treated the same as a Federal employee for the purpose of compensation for work-related injuries. Federal Employee Compensation Act (FECA) is the law that provides compensation benefits for disability due to personal injury sustained while in the performance of duty. Like employees, VIPs must complete and file the necessary Office of Worker's Compensation (OWCP) forms in a timely manner. To claim benefits a CA-1 Notice of Injury form (CA-2 for occupational diseases) must be filed. VIPs have up to three years to report an injury.

#### **For traumatic injuries or if needing immediate medical attention:**

- Call the park's Communication Center on the park radio or at 440-546-5945 for first response.
  - Ask them to contact your immediate supervisor.
- Ask the responding Law Enforcement Ranger for the packet containing the CA-16 Authorization for Examination and/or Treatment. The CA-16 covers non-surgical treatment and continues for up to 60 calendar days from the date of the injury.
  - This packet is to be taken with you to the medical provider.
- You have the right to select the first doctor who treats you for your injury (does not include chiropractic care). If that physician refers you to a specialist, that referral will be honored as long as it is for the work-related condition. If you are first seen by a physician designated by your employer, you still have the right to choose your treating physician.
- Complete the CA-1 Notice of Injury as soon as possible.
  - If incapacitated, the CA-1 can be completed by someone acting on your behalf, including a family member or supervisor.

#### **For non-emergency injuries:**

- Report your injury to your supervisor as soon as possible.
- Work with your supervisor to complete the CA-1 Notice of Injury.
- The CA-16 Authorization for Examination and/or Treatment will be provided at the discretion of the supervisor if it is more than 24 hours after the injury.
  - A supervisor will not issue a CA-16 if more than a week has passed since the injury.

## **Seeking Medical Attention**

### **Immediate Medical Attention**

- DO NOT SHOW YOUR PERSONAL INSURANCE - this may result in the provider billing you.
- Cuyahoga Valley National Park is a federal agency and all worker injuries are covered under the Department of Labor (DOL) OWCP.
  - DO NOT FILL OUT OHIO BWC – this is the State of Ohio injury compensation form.
    - Let the provider know this is a federal case – this is very important!
    - Submit the CA-16 packet to the medical provider instead.
  - The medical facility needs to complete Part B of the CA-16 form and return it to you.
    - Please return the completed CA-16 to your supervisor or to the OWCP Coordinator.

### **Non-immediate Medical Attention**

- Check with your preferred medical provider to determine if they will accept federal OWCP workers' compensation.
- Request they do not use your personal insurance (because they may have it saved on file).
  - You will receive the OWCP Claim number from your supervisor after the completion of the CA-1 Notice of Injury form in the Safety Management Information System (SMIS).
  - Provide the OWCP Claim number to the medical provider and ask them to bill the DOL.

## **What to Expect**

- Expect a call from your supervisor within 24 hours.
  - You will be asked for your social security number, date of birth, address, and the date you started volunteering at CVNP.
  - This information is needed create an account for you in the Safety Management Information System (SMIS). The site used to create the CA-1 Notice of Injury.
- Complete the Employee section of the CA-1 on the SMIS website.
  - Your supervisor will notify you of your log-in information for SMIS.
  - You can access SMIS from any computer (it does not need to be a government computer).
  - Completing the CA-1 is mandatory if you are claiming compensation.

NOTE: The CA-1 begins the compensation process. It is vitally important that you complete the CA-1 as soon as possible to prevent the delay of benefits and the medical provider billing you for service.

## **Tips**

- Be timely of everything requested of you from the Department of Labor (DOL).
- The workers' compensation claim is between you and the DOL but you will have assistance from the CVNP OWCP Coordinator. You are encouraged to contact him/her to ask any questions about the process.
- Be your own advocate. In the event that billing is not done correctly or you are receiving invoices from the medical facility, immediately contact the medical facility and advocate on your own behalf. If you continue to have billing problems, contact the CVNP OWCP Coordinator for assistance.
- Do not ignore bills from medical facilities.

- If your claim is approved by OWCP, your approved medical expenses will be paid. If your claim is denied, you may be responsible for paying the medical expenses.
    - If you receive a letter from DOL saying your claim is denied - respond quickly. You have appeal rights but your appeal must be done within a short time frame.
    - Sometimes the denial is simply due to the hospital using the wrong medical code.
  - If you get a letter from DOL and aren't sure what it means, contact the CVNP OWCP Coordinator.
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## **Contact Information**

### **Communication Center:**

Use park radio or call 440-546-5945

### **CVNP OWCP Coordinator:**

Linda Smith  
15610 Vaughn Road  
Brecksville, OH 44141  
Office: 440-546-5919  
Fax: 440-717-3719  
linda\_l\_smith@nps.gov

### **Department of Labor OWCP**

U.S. Dept. of Labor, OWCP District 9  
1240 East Ninth Street, Room 851  
Cleveland, OH 44199  
Phone: (216) 902-5600  
Accommodation Line (for individuals with hearing impairments): 216-902-5602  
Fax: (216) 902-5601

## **MEMO TO STAFF - Immediate Response Injuries - Roles**

### **Communication Center (if the injury requires first response):**

- Send law enforcement ranger or medical response if needed.
- Call the volunteer's supervisor.
- Call the volunteer's emergency contact; which can be found on a spreadsheet that is emailed to Dispatch quarterly from the Volunteer Management Office.
- Notify the Safety Officer.

### **Law Enforcement Ranger:**

- Provide first response.
- Give the CA-16 Packet to the volunteer. Do not sign the form (volunteer supervisor to sign).
- Ask the supervisor, staff member or fellow volunteer on-site to accompany injured volunteer to the medical provider. Ask the accompanying guest to call the Communication Center later with an update.

### **Volunteer Supervisor (or chain of command):**

- Notify your direct supervisor and Division Chief.
  - Division Chief to notify Deputy Superintendent.
- Go to site of injury and/or to the medical facility, if possible.
- Sign the CA-16 Authorization for Examination and/or Treatment form provided by the LE Ranger
  - Only NPS Supervisors can sign the CA-16.
    - NPS Volunteer Supervisors: volunteer supervisor has to be notified of injury if they are not onsite or with the injured. If volunteer supervisor is not available, then it defaults to the supervisor of the volunteer supervisor.
    - Partner (non-NPS) Supervisors: call the Partner Point of Contact (PPOC) so that he/she can complete the process as the volunteer supervisor for partner (non-NPS) volunteer supervisor.
      - You will need to provide the PPOC with all the pertinent information about the volunteer needed to create a SMIS profile.

NOTE: If the volunteer is not seeking medical attention at this time, do not issue a CA-16 but obtain the information needed for you to complete the CA-1 online (social security number, date of birth, address, and start date of volunteering at CVNP).

## **Timeline**

### **Within 24 Hours**

#### **Volunteer Supervisor:**

- Call the volunteer and ask for the information needed to initiate the CA-1 (social security number, date of birth, address, and start date of volunteering at CVNP).
  - Check on how the volunteer is doing.
  - Do not have the volunteer email this information due to the Privacy Act.
- Call Volunteer Management Office to inform them of the injury
  - Confirm if volunteer has Agreement on file.
  - Get the volunteer's start date (needed for the CA-1).
- Call CVNP's OWCP Coordinator and give him/her the information needed to create an account for the VIP in SMIS.
  - Once created the OWCP Coordinator will notify you when you can log in to the SMIS and give you the necessary log-in information.
- Do not initiate anything in the SMIS prior OWCP Coordinator initiating account.

### **Within 48 Hours**

#### **Volunteer Management Office:**

- Provide supervisor with requested information.

#### **CVNP'S OWCP Coordinator:**

- Create the volunteer's SMIS account and provide Claim ID number to the supervisor.

### **Within 72 Hours**

#### **Volunteer Supervisor:**

- Contact the VIP with the Claim ID number and assist to complete the CA-1 or complete CA-1 for the VIP if incapacitated.
- If there are witnesses to the incident/injury, request he/she completes a witness portion of the CA-1 form in the SMIS.

### **Once the CA-1 is signed and returned by the VIP (or completed by a representative)**

#### **Supervisor:**

- Complete Supervisor section of the CA-1 within 48 hours.
- Inform the CVNP OWCP Coordinator of completion.

#### **CVNP OWCP Coordinator:**

- Complete OWCP Coordinator section of the CA-1 within 48 hours.
- Send VIP the OWCP Claim Number when received from DOL.

**NOTE:** The CA-1 is due to the Department of Labor within 10 days of receipt from the VIP.



## **Contact Information**

### **Communication Center:**

Use park radio or call 440-546-5945

### **CVNP OWCP Coordinator:**

Linda L. Smith

Office: 440-546-5919

Fax: 440-717-3719

Email: linda\_l\_smith@nps.gov

### **Department of Labor OWCP**

U.S. Dept. of Labor, OWCP District 9

1240 East Ninth Street, Room 851

Cleveland, OH 44199

Phone: (216) 902-5600

Accommodation Line (for individuals with hearing impairments): 216-902-5602

Fax: (216) 902-5601

### **Partner Point of Contact:**

Mary Pat Doorley

Office: 440-546-5995

Email: mary\_pat\_doorley@nps.gov

### **Partner Point of Contact – Back up:**

Jennie Vasarhelyi

Office: 440-546-5990

Email: jennie\_vasarhelyi@nps.gov